



Permanent Placement & Consulting Services in Information Technology

Windows Systems Administrator – Irving, TX

The Systems Administrator will oversee and manages capacity, performance, reliability and protection of the technical infrastructure necessary to support Pioneer Enterprise Computing Infrastructure. Further requirements include Email and corporate directory administration, audits, complex computing system/network administration, and customer interaction and satisfaction.

- Responsible for supporting escalated Intel/Windows related to operating system or hardware issues (performance, tuning, security, hardware, etc.) from Cross Platform Support as well as monitoring, planning, budgeting, implementing and supporting the site infrastructure.
- Job Duties:
- Utilize Service Center to track calls and solutions. Work with Help Desk, Cross Platform Support and Remote Site Support to resolve calls. Analyze and report on root cause for support problems and recommend solutions.
- Monitor systems status, capacity and performance and be accountable for follow-up and/or remediation of incidents, problems or changes required.
- Support escalated issues for remote site support for Intel/Windows server-based issues to include performance and availability concerns.
- Develop, maintain and validate email and corporate directory system contingency plans. Participate in other contingency plans for other network and computing infrastructure as implemented by Pioneer. Provide risk avoidance expertise for core system upgrades or migrations. Monitor and respond to intrusion detection or contamination alerts timely. Maintain computing infrastructure: email, network folders, corporate directory, datacenter computing, remote access and other core infrastructure(s) implemented by Pioneer Information Technology at or above 99.9% availability.
- Participate in the change control process of equipment, computer room facilities and software such that only changes authorized by management are made (exceptions will be made in the case of emergencies.)
- Performs other/additional duties as assigned by Supervisor.
- Qualifications:
- Bachelor's degree strongly preferred; consideration given for technical knowledge as it relates to a degree.
- Must have 3 years' experience in supporting/developing information technology solutions; oil and gas experience a plus.
- Must have the ability to listen to client and translate the requirement into a good technology solution.
- Must be able to manage small to medium projects.
- Must be detail-oriented and be able to multi-task projects.
- Must be able to work effectively in a team environment as a project leader or a project member.

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